

# Back to Square One!

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Program runs:  
January 1 - December 1

2021

### 1) Who is eligible to participate?

All state employees and retirees are eligible to participate in the incentive program.

- State of VT active, permanent employees and retirees are eligible to earn points/money in the *Back to Square One* Incentive Program
- State of VT active, permanent employees or retirees must be insured with SOV/BCBSVT at the time of payment to be eligible to receive an incentive
- State of VT active permanent employees or retirees not insured with SOV/BCBSVT are eligible for fantastic wellness giveaways (while supplies last)
- Temporary SOV employees are welcome to participate but are not eligible for incentives; they are eligible for fantastic wellness giveaways (while supplies last)

### 2) How do I create an account for the wellness portal?

- Visit the [LiveWell Vermont Wellness Portal](#)
- New users click on the “Get Started” button
- Enter your first name, last name, date of birth and zip code then select “Next”
- Check the box acknowledging you have read and agree to the full user agreement. Once you agree you will be redirected to the “Communication Preferences” page
- Choose a username and password of your choice

New to Onlife Health?

Get Started

## Communication Preferences

\* Indicates a required field

### Username and Password setup

User Name\*

User Name



Password\*

Password

Confirm Password\*

Confirm Password



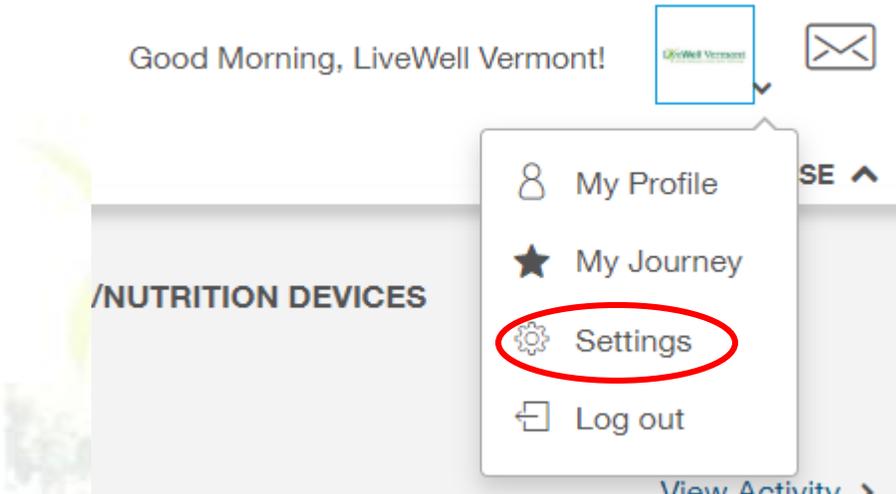
- Review additional information on this page under “My Information”. Here, you can update your email, phone number and preferred method of contact.
- Once all information is updated, select the green “Save & Continue” button on the bottom right side of the page and begin!

### 3) How do I edit my profile information?

You can change information on your profile within your settings. This includes a username, email, primary phone number and password.

- Log into the [LiveWell Vermont Wellness Portal](#)

b) Click on your profile image in the upper right-hand corner of the dashboard



c) Select "Settings" from the dropdown menu (shown below)

d) From here, select the green edit key to make any changes to your account. Edit key:

e) When completed, select "Save"

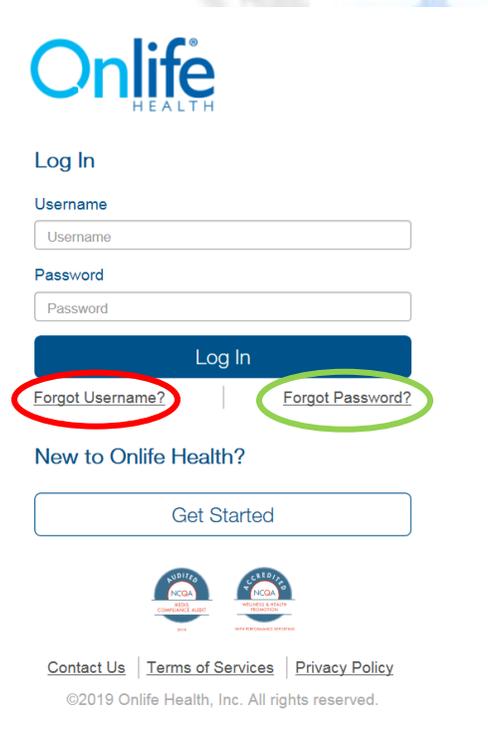


#### 4) How can I retrieve my username?

- Visit [LiveWell Vermont Wellness Portal](#) and click "Forgot Username" (red circle)
- Fill in your first name, last name, date of birth and zip code
- With that information, the system will immediately provide your username

#### 5) How can I retrieve my password?

- Visit [LiveWell Vermont Wellness Portal](#) and click "Forgot Password"
- Fill in your Username to login to the wellness portal and select "Reset Password" (green circle)
- The system will send a link to the email on file with your account



## 6) What are the details of the Back to Square One! Incentive Program?

Each quarter, you will need to earn 60 points/\$60 by completing eligible activities. Successful completion of your Health Assessment is a required first step (acting as your Gatekeeper) and is worth 30 points (plus an additional \$60). This means you can earn up to \$300/300 points in the *Back to Square One!* Incentive Program! You choose how you earn your 60 points from the *Back to Square One* Eligible Activities Menu, but remember, everything must be completed by each quarter's end date for those points to count! Points will reset at the beginning of each new quarter; they do not roll over. And to top it off, complete 5 activities per quarter to earn a LiveWell Vermont Champion Badge. Earn 4 badges for a fantastic wellness prize!

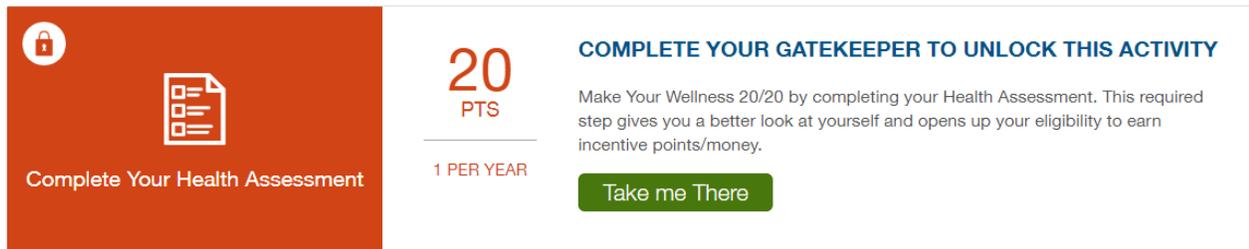
**Please note:** completion of your online health assessment does not count as one of the activities to earn a LiveWell Champion Badge.

Incentive money is available until funds are depleted and there is no partial payout for partial points. LiveWell Vermont retains the right to audit for accuracy of reported information associated with the Back to Square One! Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

## 7) How do I begin the Incentive Program?

Start the program in 2021 by completing your Health Assessment. This Gatekeeper is a required step and will earn you 30 points/\$60 and make you eligible or you to earn incentive points/money.

**Please note:** You **cannot** earn points until you have completed the Health Assessment.



The screenshot shows a card with an orange header. On the left, there is a lock icon and a document icon with the text "Complete Your Health Assessment". In the center, it displays "20 PTS" and "1 PER YEAR". On the right, the text reads "COMPLETE YOUR GATEKEEPER TO UNLOCK THIS ACTIVITY" followed by "Make Your Wellness 20/20 by completing your Health Assessment. This required step gives you a better look at yourself and opens up your eligibility to earn incentive points/money." At the bottom right, there is a green button labeled "Take me There".

## 8) How do I complete my Health Assessment (HA)?

- Log into the [LiveWell Vermont Wellness Portal](#)
- If it is your first time on the portal, you will automatically be prompted to complete your HA
- Select "Get Started Now" when you are ready to begin



Begin your health assessment

Welcome

Completing the health assessment is REQUIRED to earn incentive points. Bonus! Completing this first step earns you 20 points or \$50!

Why? Your health assessment is the first step to seeing your best self. The information you provide will be used to design your personalized wellness journey. Your answers will generate your Personal Wellness Report, a snapshot of your health and wellness, and will provide you with valuable information and specific action steps to help you move toward your goals.

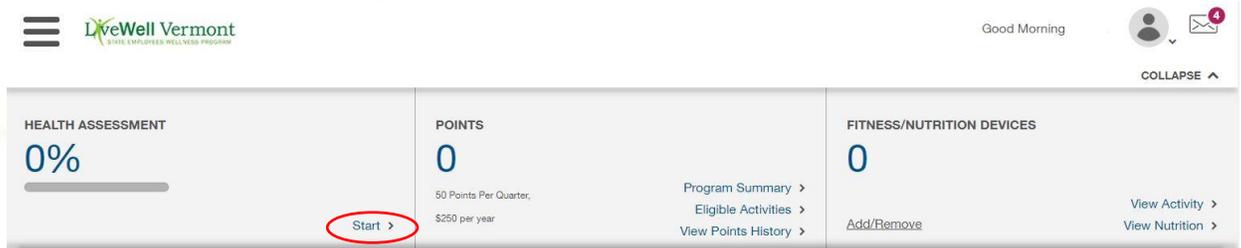
Get Started Now!

I'll do this later

Español



- d) If you have logged in previously and selected “I’ll do this later” you can access your HA from the Dashboard. Select “Start” to begin your HA



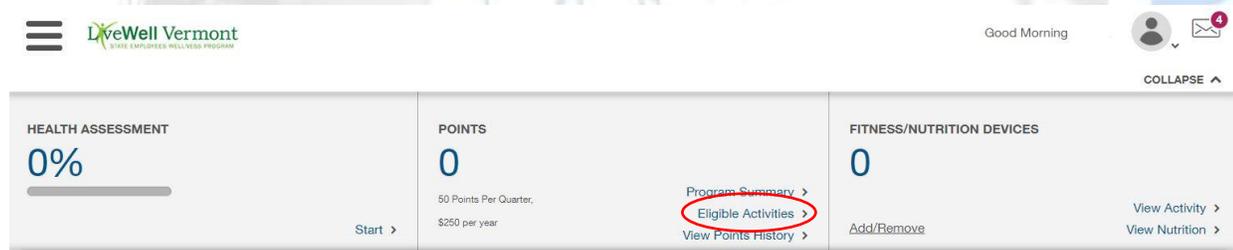
- e) Complete the 10-15-minute questionnaire related to your overall health and lifestyle. All information collected is confidential. LiveWell Vermont will not access or share your individual answers without your permission.

### 9) How do I earn my incentive points?

Step one is to complete your Health Assessment. This will earn you 30 points and a BONUS \$60! Your quarterly goal is to earn 60 points which equals \$60/wellness prize.

The first quarter you participate, and complete your Health Assessment, you will only need to earn 30 additional points to have your required 60 quarterly points. This means you can earn up to \$120 during your first quarter of participation! Quarterly activities include, but are not be limited to, personal and corporate challenges, preventive exams/immunizations, classes and/or events supported by LiveWell Vermont and tracking your healthy habits.

For a full list of Eligible Activities select “Eligible Activities” on the Dashboard (see below)



### 10) How do I document the activities I complete?

All activities, once completed, must be recorded in the portal. Some activities can be repeated either within the same quarter or throughout the incentive year. The activity must be **completed** within the dates of the quarter to earn points for that quarter. Example: if you get a preventive exam on January 12<sup>th</sup>, you can only earn points in the first quarter. You cannot report it for points in subsequent quarters.

To record an activity:

- Log into the [LiveWell Vermont Wellness Portal](#)
- Select “Eligible Activities”
- Find the activity you completed
- Select the green action button, example below:



- If it is a **survey**, answer the questions specific to that activity

## LiveWell Vermont Activity

Let LiveWell Vermont assist you in improving your wellness through our approved programs and activities, including Wellness Screenings, Workshops (onsite or online), Retreats or Telephonic Wellness Coaching. Event date MUST have occurred within the current quarter for the points to count. Complete this survey AFTER your activity. Qtr. #1-1/1/21 - 3/31/21; Qtr. #2: 4/1/21 - 6/30/21; Qtr. #3: 7/1/21 - 9/30/21; Qtr. #4: 10/1/21 - 12/1/21

Qtr. #1: 1/1/21 - 3/31/21, Qtr. #2: 4/1/21 - 6/30/21, Qtr. #3: 7/1/21 - 9/30/21, Qtr. #4: 10/1/21 - 12/1/21

Qtr. #2: 4/1/21 - 6/30/21

Qtr. #3: 7/1/21 - 9/30/21

Qtr. #4: 10/1/21 - 12/1/21

Select the green 'Submit' button to save your changes.

Submit

### 11) How do I track in the portal?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Select the three gray lines to open the Left Navigation menu

HEALTH ASSESSMENT  
0%  
Start >

POINTS  
0  
50 Points Per Quarter.  
\$250 per year  
Program Summary >  
Eligible Activities >  
View Points History >

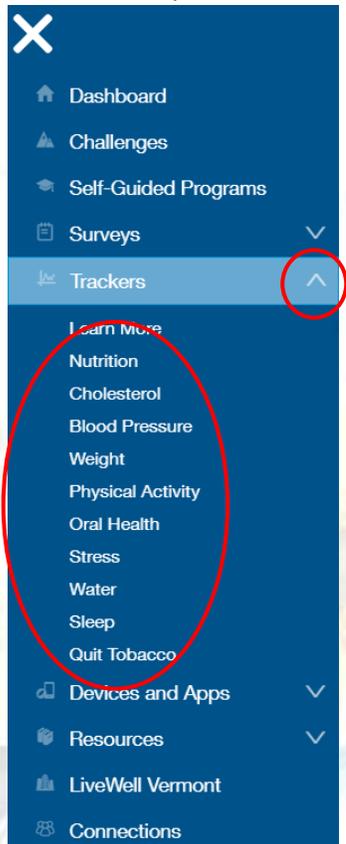
FITNESS/NUTRITION DEVICES  
0  
View Activity >  
View Nutrition >

COLLAPSE ^

Program runs:  
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2021

c) Select the dropdown beside “Trackers” to open tracking options



d) Open the tracker of your choice by selecting it from the list

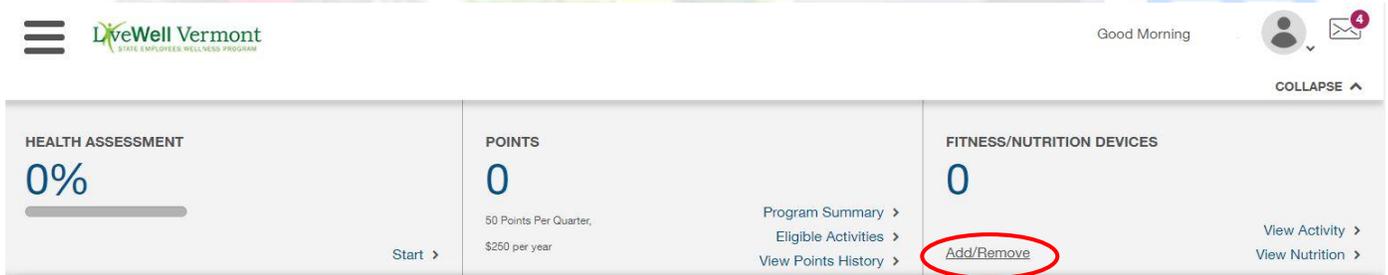
e) Update the activity you are seeking to track and select “Update” to save it



**Please note:** You get one point for each day you track, no matter how many trackers you use. You can backtrack for days missed but will not earn points for prior tracking.

## 12) Can I sync my tracking device/app with the portal?

Yes! Start by selecting “Add/Remove” on your dashboard. Add your device from the ones listed.



**Please note:** If you hope to earn points through your device be sure it tracks “steps”. You can earn 1 point per day for getting 10,000 steps. Your device can sometimes “disconnect” from the portal due to a phone update. If so, you will need to resync it. The system will not count any prior days when your device was not synced. We recommend you monitor your “Points History” to verify that your device is syncing correctly. If

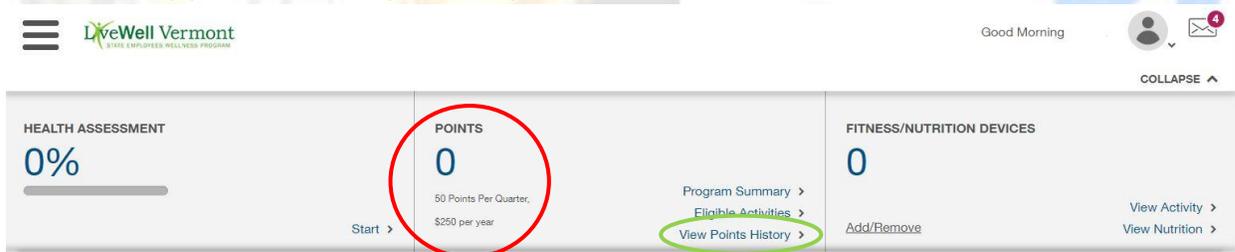
your device does not calculate steps, you will need to report your activity manually through the Self-Tracking Tool. Refer to #11 for further instructions on self-tracking.

### 13) Will the information I provide be verified?

LiveWell Vermont retains the right to audit for accuracy of reported information associated with the *Back to Square One!* Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

### 14) How do I see how many points I have earned in the quarter?

- Log into the [LiveWell Vermont Wellness Portal](#)
- The second gray tile (red circle) at the top of the dashboard shows how many points you currently have and how many you need to complete the quarter



- Select "View Points History" (green circle) to view which activities you completed to earn those points

### 15) What are the incentive rewards for completing the incentive program?

There are 4 quarters in the *Back to Square One!* Incentive Program. By completing the required Health Assessment (HA), you earn 30 points/\$60. This is a required gatekeeper and allows you to earn incentive points/money. Earn another 30 points that quarter and another \$60. Each of the following quarters, you can earn 60 points/\$60 totaling up to 300 points/\$300 for the year.

State employees and retirees NOT insured with BCBSVT through the State of Vermont are welcome to participate and are eligible for fantastic wellness prizes. SOV temporary employees are welcome to participate but are not eligible for monetary incentives; they are eligible for fantastic wellness prizes. Incentives are available until funds and/or prizes are depleted or by December 31, 2021.

### 16) Will I be eligible for prizes?

Yes, in addition to the monetary incentive, you can also win prizes! LiveWell awards wellness-related prizes throughout challenges and for participating in other LiveWell programming!

### 17) What is a LiveWell Champion?

Complete 5 eligible activities in all 4 quarters of the *Back to Square One!* Incentive Program and become a LiveWell Champion! All LiveWell Champions get a fantastic wellness giveaway at the end of the year!

**Please note:** completion of the required Health Assessment (HA) does not count as one of those activities.

**18) When are the quarters?**

Quarter	Start Date	End Date
Q1	January 1	March 31
Q2	April 1	June 30
Q3	July 1	September 30
Q4	October 1	December 1

**19) When will I receive my incentive reward?**

**Active Employees\*:**

Quarter	Payout Date
Q1	5/06/21
Q2	7/29/21
Q3	11/04/21
Q4	12/30/21

*\*You will see your Wellness Incentive on your pay statement under Wages and Earnings. Wellness Incentives are considered taxable income under the IRS.*

**Retirees\*:**

Quarter	Payout Date
Q1	4/30/21
Q2	7/31/21
Q3	10/30/21
Q4	12/31/21

*\* You will see your Wellness Incentive on your pension statement under Gross Earnings. Wellness Incentives are considered taxable income under the IRS. Exempt retirees will be paid through a separate process which may cause a delay in payout.*

**20) How many Corporate Challenges will be offered in 2021?**

There will be two Corporate Challenges per quarter. Information on these will be released, and marketed, closer to the challenge start date. Challenges in Quarters #1-#3 will be 30 days in length. Challenges in Quarter #4 will be 21 days in length. All corporate challenges earn you 30 points for successful completion. You must track/meet your goal each day of the challenge, **including weekends and holiday**, to earn credit for that day's activity.

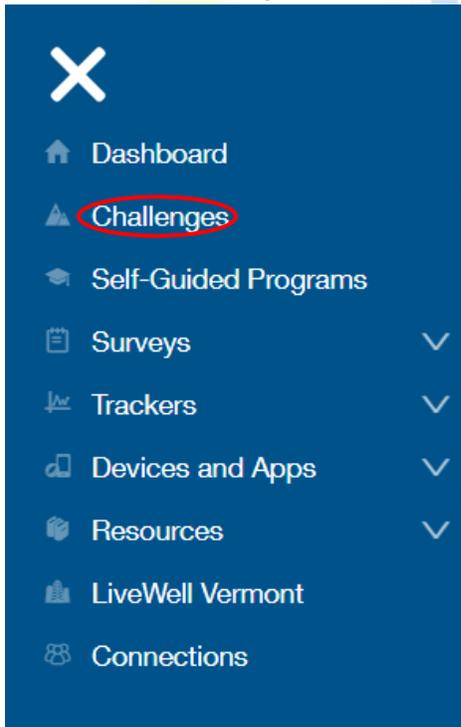
**Important note:** Corporate challenges have a 3-day grace period that allows participants to backlog any day(s) of the challenge they may have missed. Be sure to backlog during the challenge dates. Points will not load in until after the grace period closes.

**21) How do I enroll in a Corporate Challenge?**

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Select the three gray lines to open the Left Navigation menu

<b>HEALTH ASSESSMENT</b> 0%  Start >	<b>POINTS</b> 0 50 Points Per Quarter, \$250 per year Program Summary > Eligible Activities > View Points History >	<b>FITNESS/NUTRITION DEVICES</b> 0 Add/Remove View Activity > View Nutrition >
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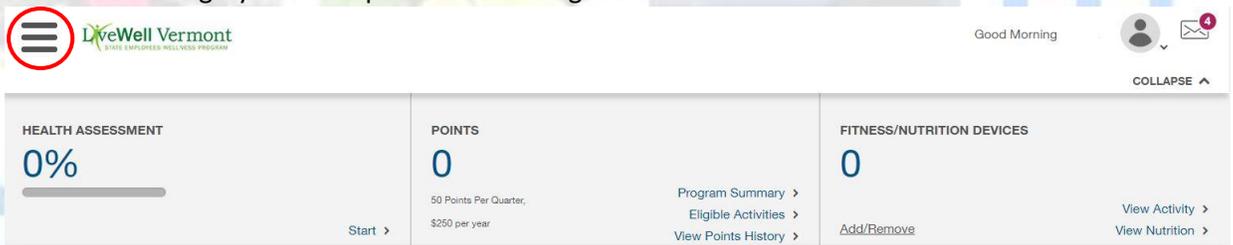
c) From the Left Navigation menu, select Challenges to open the Personal Challenge page



d) Once on the Challenge Page, the Corporate Challenge will appear at the top of the page. Join the challenge by selecting the blue “Join Challenge” button. You will get a confirmation message reminding you of the date that the challenge will begin.

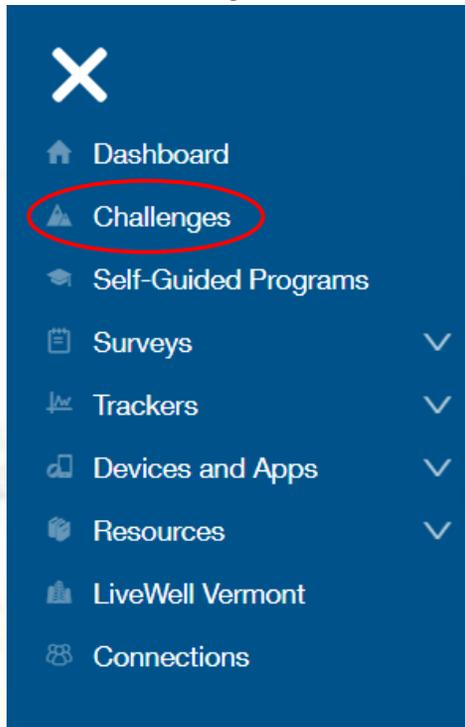
## 22) How do I complete a Personal Challenge?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Select the three gray lines to open the Left Navigation menu

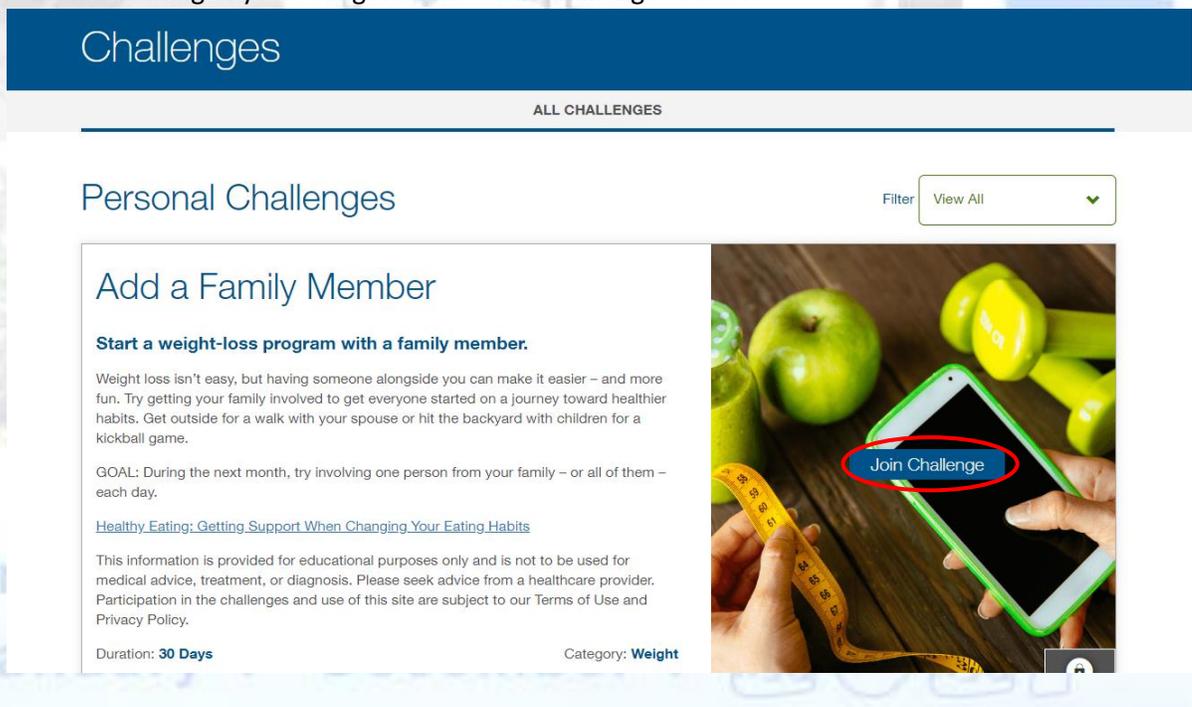


<b>HEALTH ASSESSMENT</b> 0%  Start >	<b>POINTS</b> 0 50 Points Per Quarter, \$250 per year Program Summary > Eligible Activities > View Points History >	<b>FITNESS/NUTRITION DEVICES</b> 0 Add/Remove View Activity > View Nutrition >
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- c) From the Left Navigation menu, select Challenges to open the Personal Challenge page



- d) Once on the Challenge Page, choose which challenge you would like to complete. Challenges vary in length from 7-60 days. Be sure to calculate in an additional 3 days after the challenge has ended or “completed” for your points to load in.
- e) Join the challenge by selecting the blue “Join Challenge” button

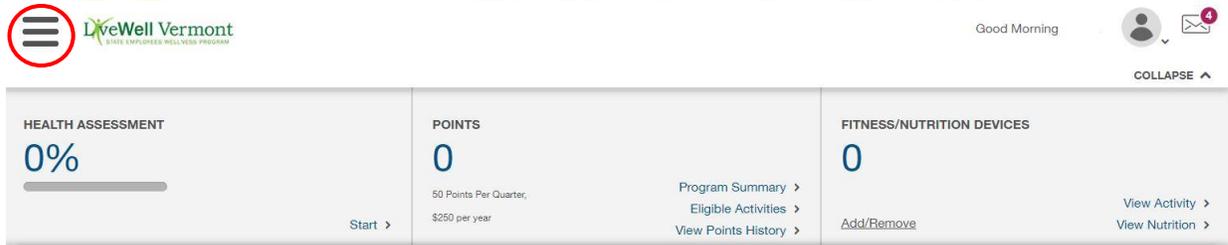


**Important note:** Be mindful of a challenge’s duration. Even though a challenge has “completed”, that does not mean you have successfully met your goals. You must track each day of the challenge, including weekends and holidays.

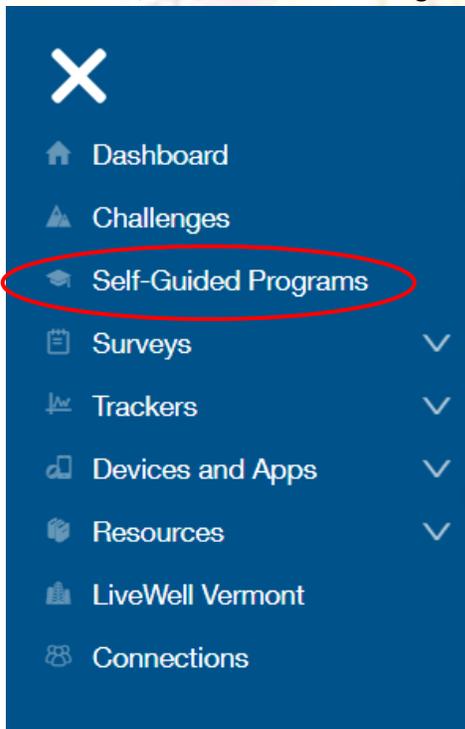
There is a 3-day grace period after the challenge completion date, which allows participants to backlog any day(s) they may have missed. Be sure to backlog within the challenge dates. Points will not load in until after the grace period has ended. As the quarters end date approaches, be mindful of the grace period so that your points count for the current quarter. Points must load in by the quarter end date to count for that quarter. Once a challenge grace period closes, it can no longer be accessed.

### 23) How do I complete a Self-Guided Program?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Select the three gray lines to open the Left Navigation menu



- c) From there, select Self-Guided Programs to open the Self-Guided Program page



Program runs:  
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d) Select the Self-Guided Program of your choice

## Programs

### All Available Programs

Don't like what you see recommended to you? You can join any program at any time.

E.g. Nutrition

**Please Note:** There are **Interactive** and **Educational Self-Guided Programs**. **Interactive programs** take six weeks to complete. You will set a goal and create “healthy habits” that will help you establish behaviors to achieve your goal. Progress will be measured with an optional assessment halfway through the program, as well as a required final assessment to complete the program.

*Educational programs are self-paced and do not require tracking. When selecting a Self-Guided program, be sure there is adequate time to complete it for the quarter for which you are trying to earn points. If you do not participate for several weeks, the Program will close out and you will have to start again.*

#### 24) What is the difference between a Corporate Challenge, Personal Challenge and Self-Guided Program?

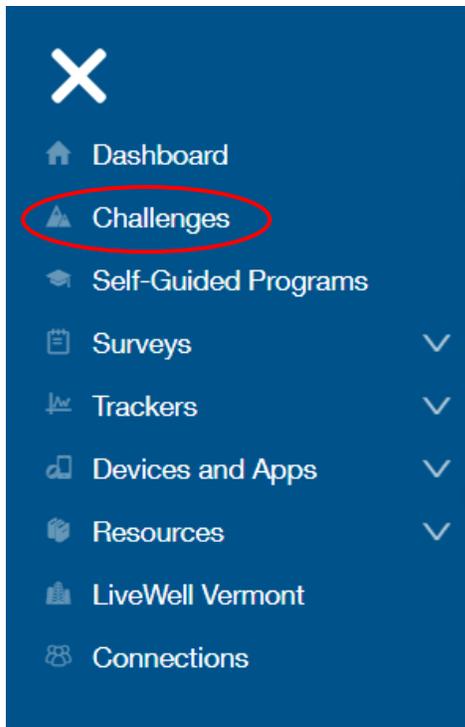
- Corporate challenges are organized by LiveWell Vermont. Registration, start, and end dates are predetermined. You must track each day of the challenge to earn the points. There are 3-day grace periods at the end of each challenge and points will not load in until that grace period has expired. Participants will receive additional emails biweekly throughout each challenge.
- Personal Challenges can be started at any time. You must track/meet your goal each day of the challenge, including weekends and holiday, to earn the points. Add an additional 3-day grace period to the challenge end date as points will not load in until the grace period expires. Points must load in by the quarter end date to count for that quarter.
- Self-Guided Programs can be started at any time. Interactive programs take 6 weeks and require a final assessment for completion. Educational programs are self-paced. Points will load in after program is completed.

#### 25) How do I withdraw from a personal challenge?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) On the Dashboard, select the 3 gray lines next to the LiveWell Vermont logo



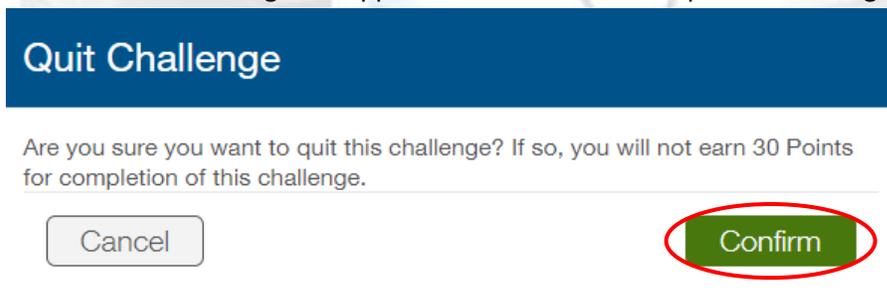
- c) Once the left navigation tab appears, select “Challenges”



- d) Click on the challenge you are “In Progress” on that you wish to quit  
e) In the bottom left of the challenge page is “Quit Challenge”



- f) A confirmation message will appear. Select “Confirm” to quit the challenge



**26) How do I withdraw from a Corporate Challenge?**

You will need to email us at [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov) or call 802-828-7308. We can remove you from our list to receive biweekly emails. The challenge will remain open on your challenge page, should you like to rejoin. Contact the Program if you do.

**27) What counts as a preventative exam/immunization?**

The following Preventative Health Exams are accepted:

- Annual Physical Exam (completed by an MD, NP, DO, ND, PA)
- Dental Exam (a hygiene visit or check-up with dentist)

- Age-Appropriate Health Exam (ex. Mammogram; prostate/testicular exam; colonoscopy; vision exam, pap smear or skin exam by dermatologist)
- Immunizations (Shingles, Pneumonia, Influenza, MMR, Tdap, Varicella, HPV, Hepatitis A or B, COVID, etc.)

**Please note:** *The preventative exam/immunization must have occurred within the dates of the quarter to be eligible for points. Please refer to #18 to review the quarter dates. In Quarter #1, you can include exams/immunizations between 12/2/20 and 3/31/21. LiveWell Vermont retains the right to audit survey results. Payouts will NOT occur if your preventative health exam does not fall within the dates of the current quarter. Inaccurate information may affect payout. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.*

**28) Who do I contact if I still have question?**

- a) For portal and points questions, contact Onlife Health:  
 Phone: 877-369-0280 (Mon-Fri 8AM to 10PM EST)  
 Email: [support@OnlifeHealth.com](mailto:support@OnlifeHealth.com)

The Customer Service Representative will need to verify your name, full mailing address and date of birth before he/she can access your account.

- b) For program specific questions contact the LiveWell Team:  
 Phone: (802) 828-7308  
 Email: [DHR.LiveWellVermont@vermont.gov](mailto:DHR.LiveWellVermont@vermont.gov)

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SQUARE ONE